



121103

16367 U.S. PTO

**UTILITY
PATENT APPLICATION
TRANSMITTAL***(Only for new nonprovisional
applications under 37 CFR 1.53(b))**Title of Invention***Managing the Selection of Performance
Interventions in a Contact Center***Named Inventor(s)***Rick Baggenstoss; John C.C. McIlwaine;
Jennifer C. East; and Lisa Marie Foley***Attorney Docket***07117.105017***Express Mail Label No.***EV 330778786 US**22581 U.S. PTO
10/733137

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APPLICATION ELEMENTS**Commissioner for Patents**
ADDRESS TO: Mail Stop Patent Application
P.O. Box 1450
Alexandria, VA 22313-1450**ACCOMPANYING APPLICATION PARTS**

1. ☒ Fee Transmittal Form
(Submit an original, and a duplicate for fee processing)
2. ☒ Applicant claims small entity status. See 37 CFR 1.27.
3. ☒ Specification, Claims,
and Abstract **Total Pages 71**
4. ☒ Drawings **Total Sheets 18**
5. Oath or Declaration **Total Pages 4**
 - a. ☒ Unexecuted (original or copy)
 - b. ☐ Copy from prior application (37 CFR 1.63(d))
*(for continuation/divisional with Box 17
completed)*
 - (i) ☐ **DELETION OF INVENTOR(S)**
Signed statement attached deleting
inventor(s) named in the prior
application, see 37 CFR 1.63(d)(2)
and 1.33(b).
6. ☐ Application Data Sheet. See 37 CFR 1.76.
7. ☐ CD-ROM or CD-R in duplicate, large table or
Computer Program *(Appendix)*
8. Nucleotide and/or Amino Acid Sequence
Submission *(if applicable, all necessary)*
 - a. ☐ Computer Readable Form (CRF)
 - b. Specification Sequence Listing on:
 - i. ☐ CD-ROM or CD-R (2 copies); or
 - ii. ☐ paper
 - c. ☐ Statement verifying identity of above
copies

9. ☐ Assignment Papers (cover sheet & document(s))
10. ☐ 37 CFR 3.73(b) Statement
(when there is an assignee)
☐ Power of Attorney by assignee
11. ☐ English Translation Document *(if applicable)*
12. ☐ Information Disclosure Statement (IDS)
PTO-1449
☐ Copies of IDS Citations
13. ☐ Preliminary Amendment
14. ☒ Return Receipt Postcard (MPEP 503)
(Should be specifically itemized)
15. ☐ Certified Copy of Priority Document(s)
16. ☒ Assignee: Knowlagent, Inc.
157 Royal Drive, Building 200,
Suite 100, Alpharetta, GA 30022
19. ☐ Other: _____

17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information:☐ Continuation ☐ Divisional ☒ Continuation-in-part (CIP) of prior application No: 10/602,804
Prior application information: Examiner: Group/Art Unit:

For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

18. CORRESPONDENCE ADDRESS:**Michael L. Wach, Patent Agent**
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FEE TRANSMITTALAttorney Docket No. 07117.105017
Express Mail Label No. EV330778786US

This sheet accompanies a patent application transmittal for the following application:

Inventor(s): **Rick Baggenstoss et al.**
Filing Date: **December 11, 2003**
Title: **Managing the Selection of Performance Interventions in a Contact Center**

The filing fee is calculated as shown below:

1. FILING FEE:

SMALL ENTITY			LARGE ENTITY	
FOR:	FEE	FEE PAID	FEE	FEE PAID
<input checked="" type="checkbox"/> UTILITY FILING FEE	\$385	385	\$770	
<input type="checkbox"/> DESIGN FILING FEE	\$170		\$340	
<input type="checkbox"/> PLANT FILING FEE	\$265		\$530	
<input type="checkbox"/> REISSUE FILING FEE	\$385		\$770	
<input type="checkbox"/> PROVISIONAL FILING FEE	\$80		\$160	
SUBTOTAL (1)		\$385		\$xxx

2. CLAIMS:

SMALL ENTITY				LARGE ENTITY		
FOR:	NO. FILED	NO. EXTRA	RATE	FEE	RATE	FEE
TOTAL CLAIMS	45 - 20 =	25	x 9 =	225	x 18 =	
INDEP. CLAIMS	6 - 3 =	3	x 43 =	129	x 86 =	
<input type="checkbox"/> MULTIPLE DEPENDENT CLAIM PRESENTED			+145 =		+290 =	
SUBTOTAL (2)				\$354		\$xxx

3. ADDITIONAL FEES:

SMALL ENTITY			LARGE ENTITY	
FOR:	FEE	FEE PAID	FEE	FEE PAID
<input type="checkbox"/> LATE FILING, FEE OR OATH	\$65		\$130	
<input type="checkbox"/> NON-ENGLISH SPECIFICATION	\$130		\$130	
<input type="checkbox"/> OTHER				
SUBTOTAL (3)		\$xxx		\$xxx

TOTAL FILING FEES: \$739.00A check is enclosed for the total amount: **\$739.00**☒ Charge any additional fees required under 37 C.F.R. 1.16 or 1.17 to Deposit Account 11-0980.KING & SPALDING LLP
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191 Peachtree Street, N.E.
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Telephone: 404.572.4600By: Michael L. Wach, Patent Agent for Applicant
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